



**YEAR 2011**

**SERVICE QUALITY REPORT**

of “Koleje Mazowieckie – KM” sp. z o.o.  
(Mazovian Railways – KM Ltd.)

WARSAW 2012

## Contents

<b>Introduction</b>	<b>3</b>
<b>1. Information and tickets</b>	<b>4</b>
1.1. Provision of information during the journey	4
1.2. Provision of information on stations	4
1.3. Provision of information about train times, tariffs and platforms	4
1.4. Ticket vending machines	4
1.5. Availability of staff on stations for the purpose of providing information and selling tickets	5
<b>2. Train punctuality and general rules of conduct at disruption to performance of train service</b>	<b>5</b>
2.1. Delays	5
2.2. Percentage of lost connections with other train services	6
2.3. Disruptions to performance of train service	6
<b>3. Cancelled trains</b>	<b>7</b>
<b>4. Cleanliness of the rolling stock and station facilities</b>	<b>7</b>
4.1. Frequency of cleaning	7
4.2. Air quality testing results	7
4.3. Accessibility of toilet facilities	7
<b>5. Customer satisfaction survey</b>	<b>8</b>
5.1. Train service punctuality	8
5.2. Accessibility of information about train departure and arrival times and platforms	8
5.3. Personal security whilst on board	9
5.4. Cleanliness of the inside	9
5.5. Accessibility of stations and trains	9
<b>6. Response performance to complaints, return of receivables and compensation for failure to maintain service standards</b>	<b>10</b>
6.1. Procedures in use	10
6.2. Number of complaints and results of their consideration	11
<b>7. Assistance to disabled people and persons with reduced mobility</b>	<b>14</b>

**Introduction**

The service quality report in respect of the year 2011 was prepared by “Koleje Mazowieckie – KM” sp. z o.o. (Mazovian Railways - KM Ltd.) (“KM”) on the basis of the service quality standards defined by the European Commission and presents summary results of the measures the Company adopted with the aim of achieving compliance with provisions of Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2010 on rail passengers’ rights and obligations.

## 1. Information and tickets

1.1. Provision of information during the journey – Whenever a delay occurs, the machinist driving the train obtains information from the traffic manager on duty on: cause of the unplanned stop; probable stoppage duration; and the remedial actions in progress. Information thus obtained, he needs to pass on the train manager without delay and—wherever the train is equipped in a loudspeaker information system—the machinist will announce it without delay to the passengers. Where the train is not equipped with such a system, the train manager moves through the respective cars of the train and informs the passengers of the reason the train has stopped.

1.2. Provision of information on stations – Wherever a station is equipped with a PA network, information is conveyed through that medium by:

- a) PKP PLK S.A. staff; on the basis of an agreement for announcement of communiqués on a loudspeaker system;
- b) KM staff manning loudspeaker information points;
- c) The staff of IC, PR or an agent of KM; on the basis of separate agreements for announcement of communiqués on a loudspeaker system.

Wherever a train station or stop is not equipped with a PA network:

- On stations and stops with ticket sale points:- information is conveyed directly by KM staff and/or agents of KM manning ticket sale points;
- On stations and stops without ticket sale points:- information is available through [www.mazowieckie.com.pl](http://www.mazowieckie.com.pl).

1.3. Provision of information about train times, tariffs and platforms –

- Information on the train timetable, prices and offers is posted on the KM website. Also, the train timetable, tariff offers, announcements and communiqués on the train service, etc. are posted on displays and bulletin boards at passenger train stations and stops.
- 97 train stations and stops have been equipped with new platform displays.

1.4. Ticket vending machines –

- a) The ticket sales points are equipped with licensed VAT cash registered (rrPOS) and terminals for top-up of ZTM cards [integrated Warsaw public transport system card]
- b) the ticket collector crews onboard train are equipped with mobile cash registers.

### 1.5. Availability of staff on stations for the purpose of providing information and selling tickets –

KM operates:

- a) Permanent information points at the Warszawa Wschodnia, Siedlce and Radom stations and a telephone information point at the Warszawa Powiśle station (tel. line 364 44 44). Also, the staff of KM and its agents manning the ticket sale points provide passengers with information directly;
- b) As at the end of the year 2011, KM operated 153 ticket sale points, including 53 own and 100 agent operated.

## 2. Train punctuality and general rules of conduct at disruption to performance of train service

### 2.1. Delays

- a) General average train delays expressed in percentage terms by train category (international, national, regional): Data of this type are impossible to acquire because of vagueness of the term “average train delay expressed in percentage terms”.

The table below presents percentage of delays on departure and arrival:

	January	February	March	April	May	June
Number of trains in service	20 182	18 721	20 417	18 820	19 557	24 559
Number of trains delayed on departure	864	864	574	494	506	806
Number of trains delayed on arrival:	6 381	5 798	5 877	5 608	5 539	5 479
* with delay of up to 60 min.	6 321	5 736	5 811	5 556	5 510	5 396
* with delay of b. 60 and 119 min.	52	43	54	39	22	69
* with delay equal to or exceeding 120 min.	8	19	12	13	7	14
% of delays at departure	<b>4.28%</b>	<b>4.62%</b>	<b>2.81%</b>	<b>2.62%</b>	<b>2.59%</b>	<b>3.28%</b>
% of delays on arrival of less than 60 min.	<b>31.32%</b>	<b>30.64%</b>	<b>28.46%</b>	<b>29.52%</b>	<b>28.17%</b>	<b>21.97%</b>
% of delays on arrival of b. 60 and 119 min.	<b>0.26%</b>	<b>0.23%</b>	<b>0.26%</b>	<b>0.21%</b>	<b>0.11%</b>	<b>0.28%</b>
% of delays on arrival $\geq$ 120 min.	<b>0.04%</b>	<b>0.10%</b>	<b>0.06%</b>	<b>0.07%</b>	<b>0.04%</b>	<b>0.06%</b>

	July	August	September	October	November	December
Number of trains in service	23 300	19 404	20 362	20 323	19 297	19 324
Number of trains delayed on departure	737	839	1 116	1 165	1 280	880
Number of trains delayed on arrival:	5 779	6 305	7 989	8 116	8 021	6 395
* with delay of up to 60 min.	5 691	6 245	7 926	7 999	7 882	6 306
* with delay of b. 60 and 119 min.	60	36	57	84	120	62
* with delay equal to or exceeding 120 min.	28	24	6	33	19	27
% of delays at departure	<b>3.16%</b>	<b>4.32%</b>	<b>5.48%</b>	<b>5.73%</b>	<b>6.63%</b>	<b>4.55%</b>
% of delays on arrival of less than 60 min.	<b>24.42%</b>	<b>32.18%</b>	<b>38.93%</b>	<b>39.36%</b>	<b>40.85%</b>	<b>32.63%</b>
% of delays on arrival of b. 60 and 119 min.	<b>0.26%</b>	<b>0.19%</b>	<b>0.28%</b>	<b>0.41%</b>	<b>0.62%</b>	<b>0.32%</b>
% of delays on arrival $\geq$ 120 min.	<b>0.12%</b>	<b>0.12%</b>	<b>0.03%</b>	<b>0.16%</b>	<b>0.10%</b>	<b>0.14%</b>

## 2.2. Percentage of lost connections with other train services

The Infrastructure Manager, the entity responsible for collecting and documenting data on rail transport, did not maintain any register of connections, made or lost.

We also note that the train service regulations in force still do not define terms such as “connection” or “lost connection”.

## 2.3. Disruptions to performance of train service

**Response actions at occurrence of operational difficulties are provided for within the “Koleje Mazowieckie – KM” sp. z o.o. organisation in the following documents:**

- Document ZK-01 entitled Crisis Management forming part of the Safety and Security Management System Documentation;
- Rules of notification of accident or fire in an urban rail line tunnel and actions to be taken subsequent to such notification, a document developed and communicated to rail service operators by PKP Polskie Linie Kolejowe S.A., the Infrastructure Manager;
- Agreement with PKP Intercity S.A. on mutual acceptance of tickets and carrying of passengers; and
- Instruction for Koleje Mazowieckie - KM sp. z o.o. on organisation of passenger service and assurance of train service efficiency under winter conditions within the geographical area of the Company’s operation.

### 3. Cancelled trains

The table below presents the number of trains cancelled in the course of the year 2011:

	Year 2011 data
Planned no. of trains in operation	244 574
Actual no. of trains in operation	244 266
No. of cancelled trains	345
% of cancelled trains out of total trains planned to be run	<b>0.14%</b>

### 4. Cleanliness of the rolling stock and station facilities

#### 4.1. Frequency of cleaning

No.	Type of cleaning procedure	Planned cleaning frequency	Performance in the year 2011 in %
1	Periodic	Every 30 days	103
2	Expanded cursory	Every 3-4 days	93
3	Cursory	2 times a day	89

#### 4.2. Air quality testing results

As assessed in accordance with the air quality measurement formula applied by Koleje Mazowieckie - KM sp. z o.o. to the trains it operates, 23.13% was the ambient air quality indicator value.

In the year 2011, the customer satisfaction survey also studied customer satisfaction with ambient air temperature onboard KM trains. On the scale of 1 to 5, average rating awarded by the survey respondents was 3.18

#### 4.3. Accessibility of toilet facilities

In the year 2011, the number of toilets available onboard the trains operated by Koleje Mazowieckie - KM sp. z o.o. stood at 407.

## 5. Customer satisfaction survey

A customer satisfaction survey was conducted from 6 to 9 October 2012. Total of 2 338 individual surveys provided the following assessment:

### 5.1. *Train service punctuality*

138 'very good' ratings representing 5.90% of the respondents

661 'good' ratings representing 28.27% of the respondents

840 'acceptable' ratings representing 35.93% of the respondents

479 'poor' ratings representing 20.49% of the respondents

220 'very poor' ratings representing 9.41% of the respondents

**On average punctuality in the KM network was rated at 3.01.** The reasons for award of low ratings included: the necessity of [the operator] giving priority to delayed trains of higher category; malfunction of rolling stock, and station or rail track equipment; or the necessity of ensuring connection between a train on a secondary line with one on a primary line.

### 5.2. *Accessibility of information about train departure and arrival times and platforms*

Accessibility of such information was assessed in terms of respective media:

**Internet: 3.91.** This testifies of the significant role this medium of information delivery plays. The areas requiring particular attention in that medium include: provision of clear and readable and exclusively up to date information.

**Telephone information: 2.82.** The respondents articulated "failure to connect" as their primary cause of dissatisfaction (insufficient number of phone lines or information desks on respective lines).

**Poster and bulletin board announcements: 3.19.** Older persons and those without internet access value this medium in a particular way. This is frequently destroyed in acts of vandalism on trains stops and stations. The only criticism respondents articulated was that the posters were insufficiently visible at the time changes were being introduced to the timetable.

**Loudspeaker information: 2.69.** Lack of sufficiently large number of own loudspeaker announcement points does not allow KM to provide passengers with information sufficiently rapidly and of the right kind while the existing loudspeaker announcement points operated and staffed by PKP PLK S.A. do not demonstrate any interest in improving the present state of affairs. Negative situations occur that are not the fault of "Koleje Mazowieckie – KM" sp. z o.o. yet which impact the company's image.

**Average rating of information accessibility in the network operated by KM: 3.15.**



### 5.3. Personal security whilst on board

- 303 'very good' ratings representing 12.96% of the respondents
- 1 087 'good' ratings representing 46.49% of the respondents
- 709 'acceptable' ratings representing 30.33% of the respondents
- 166 'poor' ratings representing 7.10 % of the respondents
- 73 'very poor' ratings representing 3.12% of the respondents

The lines served by the single passenger compartment body trains (VT and ER) were the highest rated. The other high survey scores went to trains with monitoring. Provision of graphics representing a camera pictogram inside the train is a sufficient deterrent measure impacting behaviour of some passenger groups.

**Average rating of personal security whilst on board in the network operated by KM: 3.59.**

### 5.4. Cleanliness of the inside

- 138 'very good' ratings representing 5.90% of the respondents
- 756 'good' ratings representing 32.34 % of the respondents
- 816 'acceptable' ratings representing 34.90% of the respondents
- 383 'poor' ratings representing 16.38% of the respondents
- 245 'very poor' ratings representing 10.48% of the respondents

The low ratings pertain primarily to trains running the so-called multi-day circuits. The return points have either poorly operated or no cleaning points. The weakest ratings were awarded to trains setting out in early morning hours from the return stations and operating in the course of the day without the possibility of entering a cleaning point.

**Average rating of cleanliness inside the trains within in the network operated by KM: 3.07.**

### 5.5. Accessibility of stations and trains

Depending on the line, station accessibility changes and reflects the urban development of the areas through which the rail lines pass. In case of larger cities with own mass urban transport systems or convenient transfers between trains and other means of transport, the percentage of passengers commuting with the use of urban and public transport is higher. The primary group using the services of Koleje Mazowieckie - KM sp. z o.o. are persons living in the vicinity of train stations; removed from them by 20 minutes by foot or car.

No other element of the passenger train service was subject of the customer satisfaction survey.

## **6. Response performance to complaints, return of receivables and compensation for failure to maintain service standards**

### **6.1. Procedures in use**

The rules of conduct in case of passenger complaints in “Koleje Mazowieckie – KM” sp. z o.o. are regulated through procedure P-8.1-1 Handling of the Customers’ Complaints and Suggestions forming part of the quality management system based on the PN-EN ISO 9001:2009 standard. The procedure is compliant with the effective legislation and is continually updated.

The procedure aims to ensure that the complaints, claims and suggestions of the customers be considered with due diligence by competent persons and that the causes be identified, reviewed and removed while the possible losses to the customers be compensated. The procedure ensures uniform conduct, which leads to removal and analysis of irregularities occurring in the customer service process.

Pursuant to the aforementioned procedure, all letters from customers delivered to the Complaints Team are registered as:

- ⇒ a service complaint or claim (“reklamacja”),
- ⇒ a general complaint (“skarga”), or
- ⇒ a suggestion (“wniosek”);

depending on their content.

The difference between a service complaint (claim) letter and a general complaint or a suggestion is that it is only by way of a service complaint letter that a passenger can demand compensation of damages through: return of previously incurred transport costs; coverage of additional documented material damages; or compensation in a different form consistent with the carrier’s operations. A letter categorised as a general complaint or a suggestion cannot contain any motion for compensation for partial or complete default on a previously affected transport service contract.

## 6.2. Number of complaints and results of their consideration

### ➤ Complaint categories

The metrics are maintained by the following categories:

1. Train run punctuality;
2. Alignment between the timetable and the passengers' needs;
3. Alignment of trains;
4. Quality of the service provided to passengers by the staff of the ticket sale and information points;
5. Quality of the service provided to passengers by the ticket collector crews, traction engineer crews and outsourced controllers;
6. Cleanliness and sanitary conditions of the rolling stock;
7. Technical condition of the rolling stock;
8. Heating of the rolling stock;
9. Safety and security of travel;
10. Provision of audiovisual information to the passengers (loudspeaker announcements, updating of timetables on train passenger stations and stops, and updating or currency of the website);
11. Replacement transport; and
12. Other.

The table below presents general complaints, suggestions and service complaints received in the period of between 1 January and 31 December 2011, with breakdown into the respective cause thereof.

Causes	Month												Total
	I	II	III	IV	V	VI	VII	VIII	IX	X	XI	XII	
Train run punctuality	55	23	33	34	19	31	40	39	76	70	96	90	606
Alignment between the timetable and the passengers' needs	36	29	19	14	11	35	11	20	26	21	103	123	448
Alignment of trains	48	11	22	14	6	35	18	10	39	18	27	17	265
Quality of the service provided to passengers by the staff of the ticket sale and information points	4	8	10	4	9	10	5	14	17	13	19	16	129
Quality of the service provided to passengers by the ticket collector crews, traction engineer crews and outsourced controllers	22	11	28	19	28	16	18	31	38	35	46	47	339
Cleanliness and sanitary conditions of the rolling stock	0	1	1	0	0	1	3	3	0	0	2	1	12
Technical condition of the rolling stock	12	5	5	0	2	0	0	4	3	3	7	7	48
Heating of the rolling stock	11	14	5	4	2	3	0	0	1	7	21	4	72
Safety and security of travel	5	1	1	3	2	2	2	5	4	1	5	6	37
Provision of audiovisual information to the passengers	22	13	13	13	8	31	20	31	48	24	30	30	283
Other	15	13	15	19	26	28	47	34	49	44	43	24	357

The number of general and service complaints presented in the above table is not consistent with the total number of general and service complaints received by KM in the year 2011 as, not infrequently, a single general and service complaint submitted by a passenger related to a number of issues. Such a complaint is allocated to each and every complaint category it pertains to.

The registers do not maintain subdivision of complains on train delays into those referring to delays of between 60 and 119 minutes, and those of above 120 minutes.

#### ➤ Complaints received

In the period of between 1 January and 31 December 2011 KM received 1 630 general complaints and suggestions and 440 service complaints.

➤ Complaints considered

Out of the total of 1 630 general complaints and suggestions, KM considered 1 558. The remaining 72 general complaints and suggestions were not considered as they lacked the return address information or remained incomplete.

Out of the total of 440 service complaints, KM considered 351. The remaining 89 service complaints were not considered as they were incomplete lacking essential documentation. 214 service complaints were considered favourably, with total of PLN 9 097.22 paid out to the passengers.

➤ Average complaint consideration time

Responses to general complaints and suggestions are provided without delay; no later than within 1 month of the date on which KM receive them. In the cases that call for a clarification procedure, the response time extends to 3 months counting from the date of reception by KM. Average general complaint consideration time is approximately 30 days from the date of reception.

Response to a service complaint is also provided without delay; no later than within 30 days of the date on which KM receives it. Average service complaint consideration time is approximately 21 days from the reception date.

➤ Improvement plans

In compliance with the P-8.1-1 procedure, the Complaints Team prepares monthly reports that provide analysis of the locations and the causes of irregularities by respective train lines KM serve, which reports are discussed at meetings of the KM Management Board.

The formulated conclusions are passed on to the units of the organisation technically responsible for the respective irregularities; for the purpose of eliminating them.

Within the steps undertaken for the purpose of eliminating any irregularity, the following tasks are undertaken:

- Preparation of issue topics for periodic cautionary instructions addressed to the customer service staff;
- Addressing of intervention letters to units cooperating with Koleje Mazowieckie - KM sp. z o.o. or providing services to it [and on its behalf];
- Motioning for implementation of remedial measures with the Plenipotentiary for the Integrated Management System;
- Drafting of relevant regulations, regulation interpretations and instructions relating to the course of action under specific circumstances;

- Motioning for amendment of regulations; and
- Compiling of statistics for the purpose of monitoring effectiveness of applied measures and identification of the areas that require application of effective intervention measures.

In the year 2011 “Koleje Mazowieckie – KM” sp. z o.o. received 1 819 general complaints and suggestions and 492 service complaints (or claims), which indicates that the total number of cases of this type addressed to KM by its passengers in 2011 was 10.5% lower than in the year 2010.

This decline in the number of service and general complaints and suggestions is a effect of the corrective and preventive measures the KM Management Board adopted in response to the monthly conclusions formulated by the Complaints Team forming part of the Management Office. 37 such conclusions were formulated in the year 2011. They included, among others, proposals for:

- adjustment of the train timetable to passenger needs though increasing the number of trains ran on routes carrying the highest passenger streams;
- improving frequency of alignment between train ran on routes carrying the highest passenger streams;
- provision of training and intervening in relevant circumstances in respect of staff engaged in passenger clearance; and
- issuance by the President of the KM Management Board of a President’s decision on proper execution of official duties by the ticket collector/conductor crews and traction engineer teams.

## **7. Assistance to disabled people and persons with reduced mobility**

The following actions were undertaken for the purpose of achieving compliance with Regulation (EC) No 1371/2007 of the European Parliament and of the Council of 23 October 2007 on rail passengers’ rights and obligations:

- a) In order to provide the aforementioned persons with the possibility of notifying the need for provision of assistance within 48 hours of planned journey, KM provides a telephone line 78 391 0289 operating daily between 8:00 and 15:00 hours. Information on this has been made public through announcements posted on train stations and on the [www.mazowieckie.com.pl](http://www.mazowieckie.com.pl) website, at bookmark “Rights and obligations of passengers”. In addition, a press release on the subject was communicated to the media, in response to which numerous press articles appeared.

- b) In order to provide the most favourable travel conditions and ease the burden of travel for the disabled people travelling on trains of KM, they can purchase train tickets at no additional charge;
- c) In order to facilitate the application of the KM regulations, KM have formulated comprehensive information covering matters of handling and assistance to disabled people and persons with reduced mobility; provisions of §11 of the RP-KM [Travel Regulations]. Alteration No. 4 was introduced to the *Regulation of handling persons, goods and animals* by “Koleje Mazowieckie - KM” (RP-KM), effective as of 31 October 2011. This regulates matters relating to handling and assistance to disabled people and persons with reduced mobility (§10), information on the possibility and the manner on buying a ticket by telephone, via the Internet, onboard a train and/or at the nearest train station or a location where ticket sales points or ticket vending machines are located (§5);
- d) On 26 October 2011, the Resolution of the Management Board of “Koleje Mazowieckie – KM” sp. z o.o. No. 442/Z/2011 introduced the “**Rules of organisation of assistance to disabled people and persons with reduced mobility travelling on trains of Koleje Mazowieckie**”, which regulates the assistance of organising travel of the aforementioned persons, this with the aim of enabling their access to the same services onboard a train as all the other passengers, whenever the degree of disability impedes their independent and safe use of such services;
- e) In the year 2011 KM handled the following assisted travel for disabled people and persons with reduced mobility:
  - notified 48 hour ahead of journey: - 135 disabled persons and 53 attendants; and
  - disclosed in the course of travel: 17 disabled persons and 2 attendants.